

REMARKS

Paragraph 5 of the Official Action rejected independent claims 1 and 18 under § 103(a) as being unpatentable over Walker in view of Thorne. The applicant has reviewed the rejection and the applied art, and responds with the following comments.

5 Turning first to claim 1, the applicant has reproduced a portion of it for convenience in discussion, with emphasis added for further convenience:

"dividing data representing a portion of the voice interaction spoken by the live agent into a plurality of panels, wherein the panels correspond to respective sections of the script,"

10 The applicant agrees that Walker does not teach dividing data representing a portion of the voice interaction spoken by the live agent into a plurality of panels, as stated at the top of page 4 of the Action. However, the applicant respectfully submits that Thorne fails to teach or suggest what is missing from Walker to support a *prima facie* obviousness rejection under § 103. Turning to Thorne, the applicant assumes, only for the sake of these comments, that it is read to
15 teach an interface and development tool that enables programmers to define scripts dealing with a variety of topics, and to present these topics in some sequence using a variety of display panels (see, e.g., panels 33, 37, and 39 shown in Thorne's Figure 3). The applicant submits that combining Thorne's teachings with Walker would, at most, result in a system of prompts (such as the examples shown in Walker's Figure 6) that are "panelized" for the purposes of
20 organization and presentation. However, the applicant submits that this system would fail to meet the feature emphasized in the above language quoted from claim 1, namely, "panelizing" the voice record representing what was spoken by the live agent. While Walker might suggest recording what the operator has spoken (see, e.g., Walker Abstract), Walker does not teach the paneling feature as claimed by the applicant. While Thorne might suggest panelizing the script
25 itself, or the presentation thereof, the applicant submits that Thorne fails to suggest panelizing the voice record representing the agent's reading of the script, as recited in the portion of claim 1 emphasized above. The only suggestion to panelize the voice record of agent's reading of the script, as opposed to the script itself or the presentation thereof to the agent, comes from the applicant's teachings.

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PAT-008

On at least this basis, the applicant requests reconsideration and withdrawal of the § 103 rejection of claim 1 and all claims depending therefrom. The applicant further submits that the above comments are equally applicable to the "script compliance module" as recited in independent claim 18, and the applicant requests reconsideration of the rejections of claim 18 and all claims depending therefrom on at least this basis.

The applicant makes the above comments solely to advance the prosecution of this case, and in so doing does not waive or disclaim other arguments that could be directed to the above rejections, including but not limited to traversing the propriety of combining the teachings of Walker and Thorne under § 103.

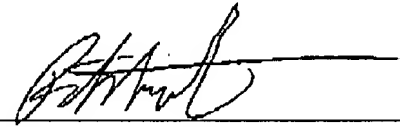
In conclusion, the applicant requests favorable action on this response at the Office's earliest convenience.


Respectfully submitted,

WEST CORPORATION

Dated: 14 JAN 05

By:


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